

Privacy Notice

Shared Services

This privacy notice tells you what to expect when your information may be handled by a department which falls within the Blue Light Collaboration. It also tells you what your rights are in relation to your data.

Cheshire Fire and Rescue Service and Cheshire Constabulary combined its back office transactional resources to create a shared service between the two organisations. The benefits allow us to maintain and prioritise front line emergency services and provide resilience.

The following services fall under the joint Fire and Police corporate services. All of which are located at the joint Fire and Police Headquarters:

- [Corporate Communications](#)
- [Estates and Facilities](#)
- [Finance](#)
- [Information Management](#)
- [IT Services](#)
- [Legal Services](#)
- People Services (HR)
- [Planning and Performance](#)
- [Procurement](#)
- [Strategic Change](#)

Detail about each service can be found from page 2 or by selecting the service above. The exception to this is HR data, please refer to the staff privacy notice for information about this service. Most of the other services will use a combination of both staff and public information.

Profiling and making automated decisions

We use [Neighbourhood Alert](#) information to make lists in order to communicate effective information but this is only visible to internal departments such as Corporate Communications.

Your rights

We recognise that people trust us to handle information correctly and keep it safe. We will not use information for marketing, and we will only use it for the purpose we collected it. It is important to us that all service users are fully aware of their rights under the Data Protection legislation in relation to the information we hold about you. These rights are:

- To request a copy of your data and rectify any errors and delete data in certain circumstances;
- To be told what we use your data for, how long we keep it, whether we share or disclose it;
- To object to us processing your data or to withdraw consent (where given)
- Complain to us and complain to the ICO - for details see www.ico.gov.uk.

You can exercise your formal Data Protection rights via Freedom-of-Information@cheshirefire.gov.uk. If you have concerns regarding the use of information please contact our Data Protection Officer (who is also part of the collaboration with Cheshire Constabulary) via email requests@cheshire.pnn.police.uk or telephone 01606 362384. We also have further information about your rights on our website: cheshirefire.gov.uk

Corporate Communications

Why we collect and use information

The following are examples of where it's in our **legitimate interests** to use personal information. We only rely on this lawful basis where there is limited privacy impact and individuals would reasonably expect us to use their data in this way;

- To produce photographs and videos of our staff which supplement news articles;
- To register guests during events and promote awards;
- To receive public perception feedback on the services we provide;
- To respond to media requests;
- To publish campaigns, news pieces and other articles which inform employees and members of the public of Service activity.

We may also publish content that is connected with a **public task**, by publishing content which is in the public interest and managing the responses and messages to this content.

In some circumstances, **consent** may be sought to use personal information. Examples include; where we produce photographs and videos of members of the public which supplement news articles, or where you sign up to [Neighbourhood Alert](#).

We may enter into a contract with production companies for the purpose of a documentary. Where this occurs, they may contact you for your consent to be involved in the production.

Who gives us information

The majority of the time information is received direct from the individual, this can include; members of public, victims of fire incidents, employees, internal departments and journalists.

Sharing information

Some information may be shared and published on social media sites or via news reports (journalists). We may also store information with platforms such as Visav, Vuelio and Eventbrite where we utilise their systems/facilities for the purposes outlined above. We will also share information where we have a lawful basis to do so with multi-agency partners.

What information we use

We are likely to use a variety of personal information to achieve our purposes. The types of personal information may include; names, addresses, contact details, photographs and images. We may use special category data such as; ethnicity, sex life/sexual orientation and religion where the information has already been made public, where we collate equality monitoring data (although this is usually anonymised) or where we need to in order to safeguard an individual at risk. You may freely offer this information when signing up to Alert.

How long we keep it

The majority of our information is held in line with local retention policy (whether that be Fire or Police). Images/Photographs will be held for 2 years unless there is an historical value. Guest lists are retained for 1 year and news articles are archived after 2 years. Some information is held as long as you are subscribed to the system/facility and some will be held indefinitely where it is published in the public domain. Where a production company is used, retention would be agreed as part of the contract.

Estates and Facilities

Why we collect and use information

The vast majority of the information we collect and use will be held because we have a **contractual** and/or **legitimate interest** to use the information. Some examples of our contractual and legitimate interests are as follows:

- To provide cleaning services to the Service (contract);
- Protection of personnel and premises by maintaining control of who has access (both);
- CCTV utilised for the safety and security of personnel, public and premises (legitimate interests and crime prevention);
- Operational management of sites. For example; office moves, refurbishments, contractor management (both).
- Maintenance purpose for projects, contractor liaison, vehicle tracking etc. (contract);
- Maintenance of property owned by CFRS and history of housing tenants (contract);
- To manage logistical arrangements for the Service (legitimate interests).

We also have a **public task** to use some personal information where required for the management of uniform and equipment to ensure operational effectiveness. This is in accordance with the Personal Protective Equipment at Work Regulations 1992.

Who gives us information

Information is provided by contractors, employees, departments, CCTV systems and security services, vehicle tracking services, agencies and leaseholders who rent CFRS premises. There are occasions where HR may provide staff information to us but this would only be minimal information such as the name and job location (station location).

Sharing information

Some information may be shared with line managers, internal departments, contractors and other suppliers where lawful to do so or where there are complaints or poor workmanship. We may also share information where damage may have been caused to property or to the Police for the prevention or detection of crime.

What information we use

We are likely to use a variety of personal information to achieve our purposes. Types of personal information may include; names, contact details, vehicle registrations, staff service numbers, I.D cards, photographs and measurements where applicable.

How long we keep it

All retention is in line with local retention policy (whether that be Fire or Police). Security information is held for 6 months, CCTV footage is overwritten on a looping system. Maintenance and testing information is retained for 7 years. Property history is held permanently and occupancy information is held for 7 years. Photos are held for no longer than 3 years. Inventories of uniform is retained for 7 years, stock takes 5-6 years and audits 3 years.

Finance

Why we collect and use information

The information used by the Finance department will be held because we have a **contractual** and/or **legal obligation** to use the information. Some examples of our obligations are:

- To calculate pension liability each year for inclusion in the statement of accounts. This is a legal obligation under the Accounts and Audit (England) Regulations 2011;
- To make payments to individuals/suppliers, answer payment queries or for pension reconciliations where required under contract;
- For some payroll purposes where we have legal obligations under the National Insurance Contributions Act 2015, Local Government Finance Act 1992 and Accounts and Audit Regulations 2011.

Who gives us information

Information may be provided by internal departments such as HR, by suppliers or management for checks and providing ad-hoc information, such as unpaid leave etc. We also obtain information from the business software we use.

Sharing information

Information may be shared with consultants, pension providers, banks and third party BACS providers, the construction industry scheme and auditors. Sharing will only take place where it is lawful to do so. This could include making payments overseas where required.

What information we use

We are likely to use a variety of personal information to achieve our purposes. Types of personal information may include; names, addresses, date of birth, contact details, financial, banking, pension information and staff service numbers. We may also use special category data such as trade union membership for employment or social security reasons where there is a substantial public interest.

How long we keep it

Finance information is retained for 7 years (plus current year) as outlined in our local retention policy.

Information Management

Why we collect and use information

We collect and use information in order to ensure the Service complies with a number of **legal obligations**. Examples include:

- To support Service compliance with the Freedom of Information Act 2000;
- To support Service compliance with the subject rights provisions of the General Data Protection Regulation (GDPR) and Data Protection Act 2018;
- To support Service compliance and accountability with data protection requirements;
- To ensure the Service maintains a level of knowledge required by Information law.

Who gives us information

Information is provided by individuals direct when exercising their rights under information law. Internal departments, the Information Commissioners Office (ICO) and North West Fire Control may also provide information to us in respect of any of the rights mentioned above.

Sharing information

We may be required to share information with other departments in order to facilitate these rights. The ICO may also require us to pass information to them in certain circumstances. Information will only be shared where law allows and will be the minimum information required.

What information we use

In order for the Service to meet its legal obligations, we may need to process information such as name, email address, contact details, date of birth and possibly employment data.

How long we keep it

We keep this for a minimum of 2 years from the time the request has been fully processed, or the time after a complaint has been finalised.

IT Services

Why we collect and use information

The majority of information we use is considered necessary for our **legitimate interests** in order to:

- Provide IT support ~~for~~
- Implement new projects and systems;
- Carry out risk assessments ~~and~~
- Testing of systems, ~~network locations etc;~~
- Manage workload, calls, requests, changes etc. to ensure operational effectiveness;
- Carry out technical checks for the protection of the Service's infrastructure.
- Ensure the Confidentiality, Integrity and Availability of our systems
- Record Security Incidents

We also use information in order to fulfil a **contractual** obligations ~~such as provision of technical security controls in relation to the integrity of our staff~~ and to track and provide security mechanisms in relation to mobile phones and radios.

Some of the work we do with our radios is also necessary for a **public task**, in accordance with Home Office assurance standards owned by GCHQ (Airwave Service Code of Practice) including tracking of devices.

Who gives us information

Information may be obtained from a variety of internal and external systems, it may also be provided by individuals themselves and/or employees of CFRS.

Sharing information

We may need to provide information to Government departments as part of statutory requirements, such as on-ward reporting of lost radios, ~~provide names of our staff to the Home Office where radios are lost~~ and to North West Fire control to streamline emergency response. We may also need to need to provide information to system provider administrators regarding technical issues. This can include transferring information outside of UK Borders to the USA where there is an adequacy decision (e.g. Microsoft).

Information is also shared with other Forces and agencies as part of collaborative working.

What information we use

We may need to view any information held on a system used by CFRS in order to fulfil a purpose. This is on a strict need-to-know basis and limited to what is necessary.

How long we keep it

Security logs are kept for a minimum of 6 months, equipment logs are kept for a minimum 7 years, logs of device movements are held for 30 days. Active directory is kept for 3 months.

Legal Services

Why we collect and use information

It is in our **legitimate interests** to use personal information in order to provide legal advice as part of the duty lawyer service or through attending leadership and governance meetings and in preparation for, and resulting from, civil claims e.g. employer liability. We only rely on this lawful basis where there is limited privacy impact and individuals would reasonably expect us to use their data in this way;

We also use personal information for **law enforcement purposes** where we support the Service with its enforcement and prosecutions under the Fire Safety Order 2005.

Who gives us information

The majority of the information we process is provided internally (employees and systems) or from individuals themselves. However, we can receive information representatives as part of the civil or judicial system.

Sharing information

The information may be shared where there is a lawful basis to do so with other solicitors firms, the courts, defendants and Crown Prosecution System (CPS) where applicable.

What information we use

We are likely to use a wide variety of personal information to achieve our purposes. The types of personal information can include; names, dates of birth, place of birth, addresses, contact details, service reference numbers, photograph/video images and ID documents.

In dealing with legal claims, we may need to use criminal and special category data. Examples include; criminal offending data (actual or alleged), financial and banking information, employee's racial or ethnic origin or religious or similar information, trade union membership, physical mental health and/or disability data and political or religious beliefs.

How long we keep it

Information held by Legal Services is stored for a minimum of 7 years.

Planning & Performance

Why we collect and use information

The majority of the information we use is processed because the Service needs to meet a number of **legal obligations**. Examples include;

- To facilitate Home Office appointed inspectorate (supported by a national framework);
- For purposes of risk management, business cases and governance (Fire Rescue Services Act 2004);
- To validate data held within systems to ensure it is usable (Data Protection Act 2018/GDPR).

It's in our **legitimate interests** to pass detail internally for survey purposes, and to manage access to the IRS system and make sure the data flows between that system and the North West Fire Control (NWFC).

Who gives us information

The majority of information we use is obtained from the systems we already have access to. However, we also receive addresses and dates of birth of individuals who are registered with a GP and 65 or older from the NHS. This supports the home safety visits that the Prevention team undertake as part of the Safe and Well programme.

Sharing information

Some information may be shared with any of the following where there is a justified purpose; HMICFRS, Red Cross, Fire Authority and the Home Office.

What information we use

We may need to view any information held on a system used by CFRS in order to fulfil a purpose. This is on a strict need-to-know basis and limited to what is necessary. Where we use special category data, this is processed for equality monitoring or statutory purposes (in the substantial public interest) or for archiving, scientific or historical research.

How Long we keep it

We retain incident records permanently, fire and incidents reports 7 years, they can be retained permanently if there is historical interest, assessments and statistical information is retained for 5 years from publication.

Procurement

Why we collect and use information

We only process limited personal information within Procurement relating to the names, addresses, and contact details of contractors and businesses and limited employee details. We do this to provide an oversight of **contracts** and tenders to ensure operational

effectiveness of procurement. Such details can be shared back with that business. Contract information is held on our database for 7 years following contract completion date.

Strategic Change

Why we collect and use information

We only process limited personal information relating to names, addresses, and contact details of contractors and businesses and limited employee details. These details are usually provided directly or internally. We do this as part of our **public task** to oversee the progress of projects and programmes. This is supported by the relevant areas of the business' legislation for the project in hand. We may share information with contractors, advisers and consultants where applicable. We retain records for 6 years after completion of the project.